Sub-processors and data summary

Who handles what, and what each range of Clearlane apps reads and keeps

Clearlane
clearlaneapps.com

Sub-processors

Clearlane apps run on Atlassian Forge, inside your Atlassian site. Apart from Atlassian, which already hosts your site, no third party handles your Jira or Confluence content through the apps.

Provider	What it does for Clearlane	Data it may handle	Location and transfer safeguard
Atlassian	Runs and hosts the apps (Forge compute and storage)	Data the apps keep in your site	Atlassian cloud regions, following your site's data residency where pinned; EU–US Data Privacy Framework and standard contractual clauses

Other services, which never receive data from the apps

Support, licences and our own e-mail: Clearlane is the controller (see clearlaneapps.com/privacy).

Provider	What it does	Data
Atlassian	Help centre; Marketplace licensing and billing	Support requests; licence contacts
Apple	E-mail for hello@clearlaneapps.com (iCloud Mail)	Support e-mails and their attachments
Anthropic	AI assistant (Claude) that helps us prepare our answers	The text of the messages you send us (never attachments); Anthropic is a separate controller, with no data processing agreement
Cloudflare	Hosts the clearlaneapps.com website	Visitors' technical data (such as IP address) to deliver and protect the site. No cookies, no analytics.
Brevo (France, EU hosting)	Sends "Keep me posted" product update e-mails	Only people who subscribed themselves on the website (double opt-in).
Google Analytics	Counts visits to our app listings on the Atlassian Marketplace	Aggregated visitor statistics for our listings (pages, source, country, device), under the Marketplace's cookie choices.

Clearlane informs customers at least 30 days before adding or replacing a sub-processor, by updating this list and, for customers who asked to be notified, by e-mail. Customers may object on reasonable data protection grounds within that period (see our DPA, section 5).

The same rules for every app

- **Runs on Atlassian.** Code runs on Atlassian's infrastructure. Clearlane operates no servers and receives none of your content through the apps.
- **No outside calls.** The apps make no network call outside Atlassian. Reminders go through Jira's and Confluence's own notifications.
- **Your site, your residency.** Records are kept in Atlassian's Forge storage for your site, encrypted at rest (AES-256) and in transit (TLS 1.2+) by Atlassian. If your site is pinned to a region, the apps' stored data is pinned to the same region and moves with it. Atlassian may occasionally run processing outside that region.
- **Each person's permissions.** The apps act as the person using them. The few tasks that run with the app's own access are listed in our security policy, and check the person's rights first.
- **No AI of our own.** Seven apps add a Rovo agent whose actions only read and only return what the person may see; Rovo is Atlassian's AI, under Atlassian's terms. Our apps call no AI model and send nothing to any AI service outside Atlassian.

- **Uninstall.** Atlassian deletes the app's stored data after its retention period. Your pages, work items and comments stay.

Full per-app detail: clearlaneapps.com/privacy and clearlaneapps.com/security.

Range 1 — Apps for Jira

Delivery · Forecast · Budget · Gantt · Pulse · CAPA · CRA · Tests · Breach & Incident Reporting · Risk Register

Reads	Jira work items, statuses, projects and, for Budget, worklogs; as the person using the app.
Writes, only when a person asks and with their permissions	Gantt: start and due dates, "blocks" links. CAPA, CRA, Tests, Breach & Incident Reporting, Risk Register: the work items of their records and actions, links, attachments of evidence files.
Keeps in your site	Forecast, Gantt, Pulse: usage counters and short-lived caches only, with no account ID. Budget: budgets, rates, expenses and figures, including account IDs and names of people who logged time. CAPA, CRA, Tests, Breach & Incident Reporting, Risk Register: their records, audit trail, settings, account IDs and names shown at signing. Delivery: what each of its parts keeps, under its own prefix.
Runs with the app's own access	Budget reads worklogs, so a budget shows the same figures to everyone allowed to see it (only Jira administrators and the managers they name create budgets). Scheduled runs of CAPA, CRA, Tests, Breach & Incident Reporting and Risk Register update searchable fields and send at most one reminder e-mail a day per owner, through Jira.
Personal data	Atlassian account IDs and names shown at signing, where a record needs them. Reported to Atlassian every week and erased when an account is closed.
Electronic signatures	Signing passwords stored only as a salted scrypt hash in Atlassian's secret storage; signing locks after repeated failures.
Leaves Atlassian	Nothing. CRA and Breach & Incident Reporting prepare notification texts; they send nothing to ENISA or any authority.

Range 2 — Apps for Confluence

Controlled Documents · Read & Understood · Answers · Fresh

Reads	Confluence pages, versions, spaces and edit dates; as the person using the app.
Writes, only for its own purpose	Controlled Documents: adds edit restrictions to pages under review, never removes existing ones. Read & Understood: reminder comments and a page property for its byline. Answers: question pages and comments, with the permissions of the person asking or answering. Fresh: nothing in pages.
Keeps in your site	Controlled Documents: revisions, content fingerprints, signatures, read confirmations, audit trail. Read & Understood: read requests, confirmations per page version, quiz answers, audit trail. Answers: a small record on each question page, topics and experts per space. Fresh: page confirmations (page, date, account ID), the space's time window and usage counters.
Reminders	At most one a day per person, as a page comment that mentions them, so Confluence notifies them. Read & Understood shows who has read a page only to the person responsible, the requester and space administrators.
Personal data	Atlassian account IDs and names shown at signing or confirmation. Reported to Atlassian every week and erased when an account is closed. Votes and "helpful" marks in Answers are kept as one-way keys, not account IDs.
Electronic signatures	Controlled Documents and Read & Understood: salted scrypt hash in Atlassian's secret storage; locks after repeated failures.
Leaves Atlassian	Nothing.

Range 3 — Jira dashboard gadgets

Created vs Resolved · Throughput · Cumulative Flow · Sprint Burndown · Velocity · WIP Aging · Cycle Time

Reads	Jira, only as the person viewing the dashboard. Settings are kept by Jira with the gadget.
Writes	Nothing in Jira.
Keeps in your site	Only what was just shown or read for a person, to spare Jira: 10 minutes (Created vs Resolved, Throughput), 1 hour (Cumulative Flow, Sprint Burndown, Velocity), under 24 hours (WIP Aging, Cycle Time). Usage counters per person and per site, at most 2 hours.
Personal data	No account ID, no work item summary or description. Keys are salted one-way fingerprints: this is pseudonymisation, not anonymisation.
Leaves Atlassian	Nothing.

Questions from your security, privacy or purchasing team? Write to hello@clearlaneapps.com or use our help centre (clearlane.atlassian.net). We answer in English, French or German, and will complete your own questionnaire.